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COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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September 10, 2013

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers
Chief Probation Officer

JEP

REBID OF INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 7F-2384 FOR DATA REPOSITORY

This letter is to notify you of the intent of the Probation Department's Information Systems Bureau (ISB) to request the Internal Services Department (ISD) to reissue an ITSSMA Work Order under the new 2013 Information Technology Support Services Master Agreement (ITSSMA).

The new ITSSMA Work Order will be to rebid existing ITSSMA Work Order 7F-2384 (which expires on September 30, 2013) for ongoing support services of the Data Repository. This Work Order will be for twelve (12) months for a total maximum amount of \$135,000, the remaining unused balance.

In accordance with ITSSMA guidelines, prior Board Notice is required for projects that will exceed \$300,000. Although the amount of this rebid Work Order is under the \$300,000 threshold, ISB has one existing Work Order (7F-2384) and one closed Work Order (7F-2405) that provide Data Repository support services. Therefore, with the execution of this new Work Order and the amounts of the other Data Repository Work Orders, the total amount for all work orders will remain \$549,000 as stated in the last Board Notice dated April 24, 2012. The table below illustrates a breakdown of funds for all work orders:

DATA REPOSITORY PROJECT	ORIGINAL ITSSMA FUNDS	INCREASED BY AMENDMENT	TOTAL CURRENT FUNDS	UNUSED FUNDS BALANCE for New WO
WO 7F-2405	\$149,000.00		149,000.00	
WO 7F-2384	\$159,000.00	\$250,000.00**	\$400,000.00	\$135,000.00
TOTAL FUNDS			\$549,000.00	

** Amount reflects an estimate of unused funds by end of September 30, 2013.

BACKGROUND

ISB continues to receive numerous requests for data extractions for both adult and juvenile probationer information from a variety of entities (e.g., Probation Department District Bureaus, the Los Angeles County Chief Executive Office (CEO), Board of Supervisors (BOS), etc.). For each request, ISB has to write programming scripts and perform thorough manual data analysis through appropriate systems to ensure accuracy of data. ISB also has requirements to maintain reporting systems and facilitate inter-County department data sharing. In support of these demands, the Data Repository will encompass data from key adult and juvenile information systems for trend analysis and reporting to internal and external stakeholders.

SCOPE OF WORK

The Consultant will continue to be responsible for maintaining the day-to-day development and operations of the Data Repository, as well as facilitating any necessary enhancements in all phases. The process of managing a Data Repository of this size is time consuming; data requests are generally made with very little notice and have expected minimal turn-around times. Additionally, the Consultant will provide ongoing support developing a consistent review process reflecting how data requests are approved, prioritized and disseminated.

The Scope of Work includes the following:

Phase I – Information Gathering, Design, and Data Mapping

In this phase, the Consultant gains a better understanding of the Probation business and determines the Data Repository design (using Probation Case Management System (PCMS) data to create a Data Mapping Document as a blueprint for creating the schemas in the next phase). Currently, the ITSSMA contractor has completed 85% of Phase I.

- Design and implement reports, framework models, and report definitions. Implement analytics for executive management;
- Work with Probation Operations resources to gather and clarify requirements; and
- Focus on metrics and trend analysis to highlight Probation business issues and/or support business decisions. Analyze end user requirements and design report mock-ups and specifications. Assist in troubleshooting post-production performance issues with end user report queries. Identify, analyze and translate data from different source systems for technical staff and operation users. Automate reports, provide training on reporting tools, and act as internal expert on technical aspects of report writing.

Phase II – Extract, Transform and Load

Phase II has been initiated. An evaluation is in progress to determine which tool will be utilized to create the Data Repository. The Extract, Transform and Load (ETL) is a process of extracting data from different source systems, transforming data from different platforms into one universal platform, and loading data into one database. Upon determination of the ETL tool, the Data Repository will be built in the development environment. Key issues to consider will be data conversion, accuracy of data, frequency of data extractions (daily, monthly, etc.), and PCMS

system performance impact during the data extract processes. The Consultant and internal staff will also develop a gap analysis and build the first 20 statistical reports for the implementation.

- Develop programs and tools to support system implementation efforts, perform data analysis and comparisons. Use technical knowledge to consult on system options and solutions, and coordinate with Probation Department technical resources to extract data from other systems for reporting purposes;
- Identify interface requirements from source systems; create import/export (extract, transfer, and load) solutions; communicate effectively with internal staff, vendor developers, and other technical resources to create interface programs; test interfaces and troubleshoot interface issues; and
- Support projects with research, analysis, coordination and communication. Work to implement technology solutions with multi-language capabilities.

Phase III – Implementation

In Phase III, the Consultant will continue to work with ISB staff or a Board-approved contractor rather than through another ITSSMA Work Order. In this phase, a preliminary system testing will be conducted by the ISB staff. Once complete, Probation Department users will perform a user acceptance test. When all implementation issues have been resolved and the system has been accepted, the Data Repository will go-live. The Data Repository can also be used to feed data into the Dashboard Reporting System and the Probation Geographical Information System.

- Provide support to executive management on reporting systems, including problem resolution, reporting, and business policy and procedure support. Provide documentation and end user training to ensure the effective utilization of systems. Assist with rollout and communication related to reporting systems and initiatives;
- Test and implement the data model required by the application; and
- Provide knowledge transfer to Probation Department development team members.

JUSTIFICATION

Currently, the Probation Department continues to be without adequate internal resources with the necessary expertise/skills to support the ongoing development and management of the Data Repository. This project requires staff with specific and unique technical skills. The county currently does not have the classified position to complete this project. Phase I and Phase II of the Data Repository were initiated by the Consultant and a plan is in progress for Phase III.

Once the Consultant has completed Phase II, a knowledge transfer of the project will be shared with ISB internal staff. Implementation of Phase III, remaining operation issues and maintenance of the system will be managed by ISB staff.

FISCAL IMPACT

The Probation Department's ISB is requesting to rebid with no budgetary impact or net County costs.

There is a two-week timeline from the date of this notice for Board review and comment. If none is received, ISB will notify ISD to proceed with the new Work Order.

If you have any questions or require additional information, please let me know or your staff may contact Thida Van, IT Specialist, at (562) 940-2730.

c: Chief Executive Officer
Executive Officer, Board of Supervisors
Director, Internal Services Department

Reviewed by:


Richard Sanchez
Chief Information Officer

9-16-13
Date